

### Frequently Asked Questions

If you have questions about our office or the services provided, you may find the answers here. Click a question to view the answer. If your answer is not found here, feel free to email this office at [alleghanyems@skybest.com](mailto:alleghanyems@skybest.com) , call this office at 336-372-5217, or drop by our office at 40 Cox St, Sparta NC.

[Where is the EMS base located?](#)

[If I call for an ambulance, will there always be a paramedic on board when the ambulance arrives?](#)

[How do you charge for your services?](#)

[Will my insurance be filed for services I receive from Alleghany County EMS?](#)

[Where do I make payment for ambulance services?](#)

[Are Alleghany County EMS and Alleghany County Rescue Squad the same organization?](#)

### **Where is the EMS base located?**

We are located at 40 Cox Street. We are in the blue building next door to the Sparta Fire Dept.

[\(Return to Questions\)](#)

### **If I call for an ambulance, will there always be a paramedic on board when the ambulance arrives?**

Yes. Our full time staff is entirely made up of EMT Paramedics. Part-time staff are EMT

Paramedics and EMT Intermediates, but there will always be at least one paramedic on the ambulance when it goes out on a call.

[\(Return to Questions\)](#)

### **How do you charge for your services?**

We charge a base charge of either \$200 or \$300 per call depending on the level of care given. In addition, we charge \$6 per loaded patient mile.

[\(Return to Questions\)](#)

### **Will my insurance be filed for services I receive from Alleghany County EMS?**

Yes. We file Medicare and NC Medicaid. We are also able to file with most other insurance carriers.

[\(Return to Questions\)](#)

### **Where do I make payment for ambulance services?**

Payments may be mailed to P.O. Box 806 Sparta, North Carolina, or made be made at the county Finance Office located in the County Office Building located at 90 South Main Street Sparta, North Carolina.

[\(Return to Questions\)](#)

### **Are Alleghany County EMS and Alleghany County Rescue Squad the same organization?**

No. Alleghany County EMS is a paid service provided by Alleghany County Local Government. Alleghany County Rescue Squad is made up entirely by volunteers. The Rescue Squad does respond along with EMS in some instances, and provides back up when both county EMS units are busy. The Rescue Squad does not charge for its services.

[\(Return to Questions\)](#)